



2018-2019 ANNUAL REPORT

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The NSMHPCN Board of Directors represents a wide range of professions, skills and groups in the community.



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WHO *we* ARE



NSMHPCN
North Simcoe Muskoka Hospice Palliative Care Network

MISSION

Providing a compassionate and holistic palliative approach to care as the cornerstone of living and dying well. Engaging, educating and serving communities with advance care planning, palliative care and grief and bereavement support.

In the next three years, we are committed to accomplishing the following goals in support of our vision:

- Strengthen and support a well-defined integrated care framework
- Expand and provide support for literacy around death
- Promote and advocate for early advanced care planning
- Communicate and demonstrate our role presence and value in the community
- Improve understanding of the choice of care in our community

VISION

Communities, patients, families and healthcare providers working together to improve palliative care for everyone across all sectors.

VALUES

Respect: We recognize the inherent worth of every person and their choices.

Collaboration: We operate as a unified team with our partners and promote agencies and communities working together to provide optimum care and service by demonstrating respectful behavior, open communication, professionalism, and accountability.

Diversity: We honor diversity and promote inclusiveness.

Integrity: We are honest and transparent.

KEY HIGHLIGHTS



Volunteer Visiting & Volunteer Support

Hospice Orillia staff and volunteers had a busy year with exciting changes and developments. In October of 2018, Hospice Orillia introduced a new program which offers individuals with life-limiting illness and their caregivers with access to our Registered Social Worker, who can provide supportive counselling wherever “home” is.

Hospice Orillia volunteers dedicated 1,255 hours to providing compassionate visiting services for those individuals and families in our community facing life-limiting illness. In addition, 5,211 hours were invested in supporting new and existing volunteers with training and development, in order to continue to provide exemplary hospice services. Hospice Orillia successfully recruited and trained 14 new volunteers in 2018-2019, with an additional 4 volunteers who are continuing to work on their training.



First Nations, Inuit, Metis

All NSMHPCN Staff have engaged in Indigenous Cultural Safety (ICS) training to be mindful of cultural practices with the FNIM communities in the provision of palliative care practices as well as advocating for palliative care practices within their communities and region. This will continue to be an ongoing learning venture to not only build relationships with the FNIM communities, but to ensure equitable access and provision of palliative care services based on the needs expressed by the FNIM community.



Pain & Symptom Management

Our Hospice Palliative Care Nurse Consultants received 1,410 referrals, and provided 3,559 individual consultations.

KEY HIGHLIGHTS



Grief & Bereavement

NSMHPCN partnered with Mackenzie Health to develop a grief support curriculum that offers bereavement support to individuals living with developmental disabilities. This curriculum, “Opening the door to grief, the key to healing” is unique as it has been edited and co-designed by an individual with developmental disabilities. This individual proudly presented alongside NSMHPCN and Mackenzie Health at this year’s HPCO conference – the workshop was titled “Opening closed doors, an adapted grief curriculum”.

Pregnancy and Infant Loss Outreach North Simcoe Muskoka is a collaborative network of community partners and volunteers that will officially launch on October 2nd 2019 - The mission for PILO NSM (think pillow as in soft place to land) is to bring the community together to create a safe and supportive network of resources for families who have experienced pregnancy and infant loss.

Building Bridges Behind Bars: Formalized Hospice Palliative Care Education was delivered to inmates, staff and volunteers at a federal medium security institution. They are now in a position to run their own grief support groups.

Equine therapy – a bereavement support group took to the stables to let the horses work their magic over six support sessions. The magic happened and Hospice Orillia will be running these sessions annually.

Opioid related loss groups were implemented to support the community in this time of crisis.

The Bereavement and Spiritual Care Committee has partnered with the Orillia Museum of Art History (OMAH) – they are working towards an art show in 2021 themed around death, dying, bereavement and living!

KEY HIGHLIGHTS



Long-Term Care Homes

There are 26 LTCH in the NSM region. All 26 homes have been offered the services of a NSMHPCN PCNC over the past year in terms of education and consultation. Our goal is to build capacity around a palliative approach to care in LTC beginning at the point of admission, thereby changing the culture in these homes.

We have been invited to attend PAC meetings at 18 LTCH. 23 out of 26 homes have a palliative care committee, each home is at a different point of development. We have also provided formal education in the form of Fundamentals of HPC, LEAP ACE, Pills Pumps and Patches to many staff in LTC.

We have provided one-hour education sessions monthly via OTN. Some of the topics include: Introduction to Palliative Approach to Care, Dyspnea, Difficult conversations, MAID. We have delivered 153 education sessions with over 1,000 participants in 2018-2019.

PCNC provide support in many ways, we make connections at all levels. From meetings with the board of a LTCH, meeting with CEO or DOC to providing mentorship with PSW and RPN at the bedside, we build those relationships. We focus on building champions in each home, reviewing palliative education provided to staff on hire and annually.

We have helped develop/review palliative policies and have participated in making change to education at the corporate level. We continue to offer support to residents and their families by providing consultation for symptom management or end of life planning.

(Continued...)

KEY HIGHLIGHTS

There is always something new in this ever changing health care system, and as those changes occur the role of the PCNC will continue to grow and change while supporting the needs of our communities.



Advance Care Planning

The NSMHPCN has one of three “Regional Champions” trained by HPCO to promote and educate Advance Care Planning (ACP) in our region. The Regional Champion and HPC Consultants actively participate in the RPCN’s Regional Committee. The Committee discusses strategies to promote ACP and ensure information is in alignment with updates from the HPCO.

In addition to the HPC Consultants promoting ACP education in their regions, the NSMHPCN was represented in the following ACP community events which contributed to a positive intake:

- On National Advance Care Planning Day NSMHPCN promoted ACP at Bear Creek Secondary School in Barrie providing education to high school students.
- ACP education was provided for Social Work students at Lakehead University to support a community outreach project.
- LOFT Community Services, Barrie requested ACP education for residents and their families.
- ACP education was provided for Hospice Orillia volunteers.
- Project Connect, Orillia: How to access available community services
- Dying Matters: Conversations for Living Healthy Lives, Midhurst
- LEADS Group, Rama
- ACP Booth was available at the NSMHPCN’s Clinical Conference which included “Before I die...” wall Speak Up Brochures.

KEY HIGHLIGHTS



Philosophy of Care for essential Pain & Symptom Management

The Hospice Palliative Care Nurse Consultants advocate for, educate about, promote and lead by example to:

- Identify early individuals who will benefit from an early palliative approach to care
- Collaborate between individuals and families receiving care, community members and groups, non-health care service providers and medical practitioners
- Advocate for unique populations and assisting in identifying unique solutions and interventions

Our role to ensure quality PSM involves:

- Educating service providers about the palliative approach to care and complex pain & symptom management
- Supporting individuals with unique or complex needs and those transitioning between locations of care
- Supporting HPC Pain and Symptom Management service delivery at a sub-regional and regional levels by upholding the pyramid of care in palliative care service provision.
- Utilizing and sharing evidenced based knowledge about best practices in pain and symptom management and the provision of evidenced based care through knowledge translation from our team to primary level care providers.

EDUCATION



NSMHPCN
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Conferences



2 Conferences
251 Attendees

TOPICS INCLUDED:

- Metastatic Bone Disease Treatment Options
- Unpacking the Palliative Perplexity of Immuno-Oncology
- Medical Marijuana
- Extraordinary Experiences in Dying, Death, and Bereavement
- Complementary Therapy and Their Role in Palliative Care
- Palliative Sedation
- The Art of Breaking: Moving from Hurt to Hope
- Accompanying Each Other Home (Keynote Speaker)
- I Just Showed Up (Keynote Speaker)

CAPCE

8 Participants

**Advanced Palliative Care Education
(ACE)**
26 Graduates

COURSES



Presentations & Workshops



Over 525 Participants

TOPICS INCLUDED:

- Pills, Pumps & Patches: The Pharmacologic Management of Pain in Palliative Patients
- Advance Care Planning
- Bereavement 101
- A Guide to Difficult Conversations
- Palliative Sedation
- Building Bridges Behind Bars
- The Dynamics of Team Accompaniment
- Opening Closed Doors (Individuals with Developmental Disabilities)
- Dying Matters

Learning Essential Approaches to Palliative Care (LEAP)

45 Graduates

The Fundamentals of Hospice Palliative Care
85 Graduates